STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
ADEA MANNACEMENT EVALUA

## AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Santa Cruz Coastal		720
EVALUATED BY		DATE
B. Bradshaw		09/08/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EV		mal Evaluation	SUSPENSE DATE 09/30/2009		
FOLLOW-UP	_	☐ Correction Report	COMMANDER'S REVIEW    Action Required		209
1. CLER	RICAL TASKS		EVALUATED ACTION REQUIRED  X	CORRECTED	)
a. Is	the office well organized?			✓ Yes	□No
(1)	Are there written job des	scriptions?		✓ Yes	□No
	(a) Does clerical staff h	ave their job description at their des	k?	✓ Yes	□No
	(b) Does clerical staff u	nderstand what is expected of them	?	✓ Yes	□No
(2)	Are similar activities gro	uped together to promote efficiency	?	✓ Yes	□No
(3)	If tape recorders are use	ed, can clerical employees transcribe	e effectively?	☐ Yes	☑ No
(4)	Is the clerical staff know security, etc.?	ledgeable in the use of personal con	nputers, filing requirements, information	✓ Yes	□No
(5)	Can another clerical emp	ployee assume the duties of a cleric	al employee who is absent?	✓ Yes	□No
b. Is	the Office Services Super	visor (OSS) effective?		✓ Yes	□No
(1)	Does he/she properly ap	pply management philosophies and	supervisory skills?	✓ Yes	□No
	(a) Does he/she have the	he authority and backing necessary	to effectively supervise subordinates?	✓ Yes	□No
	(b) Is the clerical super	visor an effective manager?		✓ Yes	□No
(2)	Does the OSS identify e	mployes with supervisory potential?		✓ Yes	□No
	(a) Does he/she assist development?	employees in the preparation of writ	ten plans for progressive career	☐ Yes	☑ No
	(b) Have special interes been afforded the e		pportunities and/or departmental training	✓ Yes	□No
		ndividual Development Plan for Futu ed to identify particular strengths of		☐ Yes	☑ No
(3)	Does the supervisor set	a good example?		✓ Yes	□No
	(a) Does he/she show a	willingness to assist subordinate pe	ersonnel?	✓ Yes	□No
	(b) Does he/she know v	vhen to act, when to delegate, and v	vhen to refer to a supervisor?	✓ Yes	□No
(4)	If there is more than one	OSS, is the work and supervision e	venly distributed?	☐ Yes	□No
(5)	Does the OSS participate	e in Area staff meetings?		✓ Yes	□No

#### **OFFICE MANAGEMENT**

File Gui   b. Are other	YSTEM	EVALUATED X	ACTION REQUIRED	CORRECTED	i i
(1) Hov (2) Is th (3) Is th (4) Hov pur (5) Are (a) (6) Do a (7) Doe (a) c. Are pers (1) Are (2) Is a (a) (3) Is an (4) Are 3. SECURITY a. Have em stating th (1) Has (a) (b) (c)	Area's filing system in compliance with departmental guide	elines contained in Hi	PG 11.1, Field Office	✓ Yes	□No
(2) Is th	ther files, i.e., permanent files, enforcement document files	, etc., maintained acc	ording to policy?		□No
(3) Is the (4) How pur (5) Are (a) (6) Do a (7) Doe (a) (a) c. Are pers (1) Are (2) Is a (a) (3) Is are (4) Are (5) SECURITY a. Have empty stating the (1) Has (a) (b) (c)	low far back are accident reports being maintained? Four	years plus current ye	ar.		
(4) Hove pur (5) Are (a) (6) Do a (7) Doe (a) (a) c. Are pers (1) Are (2) Is a (a) (3) Is are (4) Are (5) SECURITY a. Have empty stating the (1) Has (a) (b) (c)	s there a filing backlog?			☐Yes	☑ No
(5) Are (a) (6) Do a (7) Doe (a) (a) (b) (b) (c)	s there evidence of recent office review?			☐Yes	☑ No
(5) Are (a) (6) Do a (7) Doe (a) c. Are pers (1) Are (2) Is a (a) (3) Is an (4) Are 3. SECURITY a. Have emstating th (1) Has (a) (b) (c)	low are Management and All Commanders Memorandums	filed and purged?	Aemorandums are filed a	s 'Correspond	dence' and
(a)  (6) Do a  (7) Doe  (a)  c. Are pers  (1) Are  (2) Is a  (a)  (3) Is an  (4) Are  3. SECURITY  a. Have emstating the  (1) Has  (a)  (b)  (c)	ourged every two years.				
(6) Do a (7) Doe (a) c. Are pers (1) Are (2) Is a (a) (3) Is an (4) Are 3. SECURITY a. Have em stating th (1) Has (a) (b) (c)	re Training and Information Bulletins filed?			✓ Yes	□No
(7) Doe (a) (c. Are pers (1) Are (2) Is a (a) (3) Is an (4) Are  3. SECURITY  a. Have em stating th (1) Has (a) (b) (c)	a) If so, how are they located? Located in a binder labe	eled 'Information Bul	letins' by date / year.		
(7) Doe (a) (c. Are pers (1) Are (2) Is a (a) (3) Is an (4) Are  3. SECURITY  a. Have em stating th (1) Has (a) (b) (c)	to all clerical employees understand the filing system?			✓ Yes	□No
(a) c. Are pers (1) Are (2) Is a (a) (3) Is an (4) Are  3. SECURITY  a. Have em stating th (1) Has (a) (b) (c)	loes the Area have an effective suspense system?		***************************************	✓ Yes	□No
c. Are pers (1) Are (2) Is a (a) (3) Is ar (4) Are  3. SECURITY  a. Have emstating th (1) Has (a) (b) (c)	a) Do all supervisors take advantage of the suspense syst	tem?	(	✓ Yes	□No
(1) Are (2) Is a (a) (3) Is an (4) Are (5. SECURITY (1) Has (a) (b) (c)	ersonnel files properly secured and access limited?		4)	✓ Yes	No
(2) Is a	re the requirements of the Information Practices Act being	followed?	20	✓ Yes	□No
(a) (3) Is an (4) Are  5. SECURITY  a. Have em stating th (1) Has (a) (b) (c)	s a periodic review done on a regular basis?			✓ Yes	□No
(3) Is an (4) Are  3. SECURITY  a. Have em stating th (1) Has (a) (b) (c)	a) If so, how often? Quarterly				
(4) Are  3. SECURITY  a. Have emetating the stating th	annual employee review and updating conducted as requ	ired?		✓ Yes	□No
a. Have em stating the (1) Has (a) (b)	re only required or permitted items contained in personnel			 ✓ Yes	 □ No
stating the (1) Has (a) (b)	Y OF CRIMINAL RECORDS	EVALUATED X	ACTION REQUIRED	CORRECTED	
(a) (b) (c)	employees who have access to criminal offender record in they understand the regulations and policies pertaining to	formation signed an a these records?	acknowledgment	✓ Yes	□No
(b)	as the Area designated a specific person to release crimin	al offender record inf	ormation?	✓ Yes	□ No
(c)	) Do any other persons release this information?			☐Yes	☑ No
	) Has the designated person completed the required train	ning?		✓ Yes	□No
(2) Doe	) Are safeguards in place to verify telephone inquiries prior	or to disclosure?		✓ Yes	□No
	oes each person that is designated to release information ecord Information Release Log?	maintain a CHP 263B	3, Criminal Offender	✓ Yes	□No
(a)	) Are entries maintained for the prescribed period of time	?		✓ Yes	☐ No
I. FISCAL PRO	ROCEDURES	EVALUATED X	ACTION REQUIRED	CORRECTED	)
a. Have dis	discrepancies on the most current audit reports been corre			✓ Yes	□No

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	(1	) Ar	e all change fund and collections handled and processed according to policy?	✓ Yes	□No
		(a	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
		(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	✓ Yes	□No
		(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□No
		(d)	Are collections and change funds safeguarded?	✓ Yes	□No
		(e)	Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□No
		(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	□No
		(g)	What specific guidelines are in place for security control and accountability? Cash is counted at the end	of each w	ork day by
			two people. After both count, the money and both names are written on the cash envelope. Cash is pla	iced in a lo	ocked box at
			close of the work day.		
		(h)	Is a supervisor responsible for review of the system?	✓ Yes	□No
		(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□ No
		(j)	Are counter receipts and transmittal records prepared properly?	✓ Yes	□No
		(k)	Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□No
	(2)	Are	security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
		(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
		(b)	Are valid authorizations on file?	✓ Yes	□No
		(c)	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
		(d)	Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□No
·		(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□No
	(3)	Are	X-Number services proper and within departmental and state policy?	✓ Yes	□ No
		(a)	Are services procured over \$4,999.99?	☐Yes	☑ No
		(b)	Is the amount limit circumvented by splitting procurements?	☐Yes	☑ No
		(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
		(d)	Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
	(4)	Are	bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□No
		(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	☑ Yes	□No
		(b)	Are purchases within established policy?	✓ Yes	□No
		(c)	Are three price quotations obtained and documented on a CHP 315X?	☐Yes	☑ No
		(d)	Is the bank card log completed properly?	☑ Yes	□ No

#### OFFICE MANAGEMENT

	(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a	a supervisor?		✓ Yes	□No
	(f) Is there a reconciliation of the monthly bank card statemen	nt, and does it have su	pervisory approval?	✓ Yes	□ No
b	b. What controls does the commander have in place to ensure timely	y transmittals of monies	? A suspense item for	monies tra	nsmittal is
	issued weekly.	Ø.			
	(1) Are collections sent to Fiscal Management Section at the first \$10,000 total collections, or at the close of business each Thu		n cash and	☑ Yes	□No
	(2) Are monies received for DL45s, California Special Driver's Ce evidence, etc., handled appropriately by coordinating transmitt			✓ Yes	□No
	(3) Are "no collection" transmittals sent when appropriate?			✓ Yes	□No
	(4) Do tire sale transactions comply with policy?			✓ Yes	□No
С	c. Is security of the postage machine adequate?			✓ Yes	□No
	(1) Is the machine locked when not in use?			✓ Yes	□No
	(2) Is the meter reading documented as required?			✓ Yes	□No
	(3) Is there documentation of monies refunded or forwarded to Fis postage machine is being repaired or replaced?	scal Management Sect	ion when the	✓ Yes	□No
5. S	SUPPLY REQUISITIONS (CHP 41)	EVALUATED X	ACTION REQUIRED	CORRECTED	)
а	a. Are requisitions prepared properly?			✓ Yes	□No
	(1) Who prepares them? OSS1 - Trevor Wilson #A11425				
	(2) Has a practical stock level been established and maintained?			✓ Yes	□No
	(3) Is there a system that notifies the staff when the quarterly requ	uisition is going to be p	repared?	✓ Yes	□No
	(a) Is the quarterly requisition period for this command adhere	red to?	15.00	✓ Yes	□No
	(b) Is there a high number of emergency requisitions?			☐ Yes	☑ No
b.	o. Are items stored properly in a storeroom?			✓ Yes	□No
	(1) Is there convenient access for regularly used items?			√ Yes	□No
	(2) Have obsolete items been removed?			✓ Yes	□No
s. S	SUPPLIES	EVALUATED X	ACTION REQUIRED	CORRECTED	)
a.	. Are all cameras assigned to the command accounted for?			✓ Yes	□No
	(1) Are camera cases clean and do they contain the required acce	essories?		✓ Yes	□No
	(2) Is camera maintenance assigned to a particular individual?			☐ Yes	☑ No
	(a) What is his/her preventative maintenance schedule? No	current maintenance	schedule has been iden	tified. Due	to primarily
	using digital cameras, the Area has not identified a need	for a camera preventat	tive maintenance sched	lule.	1111

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	(1	) Is	there adequate security for exte	nder batteries and other s	upplies?		✓ Yes	□No
7. 0	OFFI	CEE	QUIPMENT	1 <	EVALUATED X	ACTION REQUIRED	CORRECTED	)
а	. Ar	e of	fice machines in good condition	and properly maintained?			✓ Yes	□No
	(1)	) Is	the vendor complying with main	tenance contract provision	s?		✓ Yes	□No
	(2)	) Is	there a shortage or surplus of m	achines?	1		☐ Yes	☑ No
b	. Is	the I	Management Information Systen	n (MIS) used properly?			✓ Yes	□No
	(1)	) W	ho is authorized to use the equip	oment? All clerical staff	f is trained to use o	ffice equipment.		
	(2)	Н	ow is training provided, and by w	hom? The OSS1 (Trev	or Wilson) provid	es training to the clerical s	taff.	
	(3)	ls	there a usage schedule for unifo	rmed and nonuniformed p	ersonnel?		Yes	☑ No
	(4)	Ar	e there controls in place to ensu	re confidentiality?			✓ Yes	□No
	(5)	Ar	e all personnel aware of how to	request repairs after norma	al business hours?		✓ Yes	□No
	(6)	ls t	the MIS used to send messages	to other offices in lieu of f	ormal memorandur	ns?	✓ Yes	□No
(	7) V	∕Vhat	system is used to ensure prope	r routing of MIS informatio	n? Commander a	pproval is required for sen	iding an MIS	,
c.	Are	e per	sonal computers used properly?	)			✓ Yes	□No
	(1)	Wh	no is authorized to use the equip	ment? All staff.				
	(2)	Но	w is training provided, and by w	nom? The clerical staff is	s trained by the OS	S1 and the officers are tra	ined by their	respective
		tra	ining officers during initial Fiel	d Training and Evaluation	Program (FTEP) t	training.		=======================================
		(a)	How many employees are train	ned in its use? All staff - 6	4 employees total.			
	(3)	Are	there restrictions on the time its	s used?			☐ Yes	☑ No
		(a)	Is there a schedule for uniform	ed and nonuniformed emp	oloyees?		☐ Yes	☑ No
	(4)	ls c	confidential or sensitive informati	on being stored on a PC h	nard drive?		☐Yes	☑ No
		(a)	If so, is the PC password prote	cted?			☑ Yes	□No
		(b)	Is confidential or sensitive infor secure area?	mation stored on disks, C	Ds, or removable d	lrives kept in a	✓ Yes	□No
	(5)	Wh	at is the PC being used for?	all office functions. Every	uniformed officer	has an assigned laptop co	mputer. Eve	ery uniformed
		spe	cial duty officer, sergeant, lieut	enant and captain has an a	ssigned desktop co	omputer. Every member o	of the clerical	staff has an
		ass	igned desktop computer. Sever	al desktop computers are a	available for all sta	ff use. All use the compu	ters for daily	tasks.
	(6)	Are	controls present to prevent inap	propriate/personal use of	the computer?		✓ Yes	□No

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(7) Are backup procedures being performed on a regu					
(1) Ale backup procedures being performed on a regu	ular basis?			✓ Yes	□No
(a) Where applicable, are backup disks stored in	a secure area?			✓ Yes	□No
(8) Are PC manuals and other documentation available	✓ Yes	□No			
(9) What procedures are in place to ensure out-of-dat	te documents a	nd files are pu	ged? E-mail system aut	omatically pu	irges based
on date. No other procedure to purge files in place	ce.				
			· · · · · · · · · · · · · · · · · · ·		
(10) Are employees aware of the availability of assistan	nce in resolving	computer rela	ted problems?	✓ Yes	□No
(11) Is anti-virus software regularly utilized on all state-	owned PCs?			✓ Yes	□No
8. PUBLIC CONTACTS	EVAL	UATED X	ACTION REQUIRED	CORRECTED	
a. Does the office have extended office hours?				Yes	☑ No
(1) If so, are they adequate and effective?				Yes	□No
b. Are persons served promptly and courteously?				✓ Yes	□No
(1) Are backup personnel immediately available?				✓ Yes	□No
(2) Is telephone service both efficient and effective?				✓ Yes	□No
(3) Are limited duty personnel used for receptionist du	ities and answe	ring telephone	s?	✓ Yes	□No
(4) Are officer substitutions for nonuniformed positions				✓ Yes	□ No
	EVAL	UATED	ACTION REQUIRED	CORRECTED	)
9. SCHOOL BUS DRIVER EXAMINATIONS		X			
a. Is school bus driver testing a special duty or a clerical financial assigned?  Special Duty function.	function, or is a		ol bus coordinator		
a. Is school bus driver testing a special duty or a clerical fi	function, or is a		ol bus coordinator		
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?		full-time schoo		✓ Yes	□No
a. Is school bus driver testing a special duty or a clerical financial assigned?     Special Duty function.		full-time schoo	ol bus coordinator		
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?		full-time schoo			
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing proce interview.	edures? The	full-time school	cer explains the testing p	rocedures dur	ing the initial
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing proce interview.  (a) Are exams graded in the presence of the application.	edures? The sicant, and miss	full-time school school bus offi	cer explains the testing professional profes	rocedures dur	ing the initial
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing procedinterview.  (a) Are exams graded in the presence of the application of the procedure of the application.	edures? The sicant, and miss	full-time school school bus offi ed questions of d dispose of a	cer explains the testing professional profes	rocedures dur ☑ Yes ☑ Yes	ing the initial
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing procedinterview.  (a) Are exams graded in the presence of the application of the procedure of the application.	edures? The sicant, and miss	full-time school school bus offi ed questions of d dispose of a	cer explains the testing professional profes	rocedures dur ☑ Yes ☑ Yes	ing the initial
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing procedinterview.  (a) Are exams graded in the presence of the application.	edures? The sicant, and miss	full-time school school bus offi ed questions of d dispose of a	cer explains the testing professional profes	rocedures dur ☑ Yes ☑ Yes	ing the initial
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing procedinterview.  (a) Are exams graded in the presence of the application (b) Does the officer or coordinator take possession (3) How are test disposed of? After grading, the reserview.	icant, and miss	full-time school school bus offi ed questions of d dispose of a	cer explains the testing professional profes	rocedures dur ☑ Yes ☑ Yes	ing the initial
a. Is school bus driver testing a special duty or a clerical frassigned? Special Duty function.  (1) Are tests and test keys kept in a secure place?  (2) How are interested parties advised of testing procedinterview.  (a) Are exams graded in the presence of the application.	edures? The sicant, and miss on of the test and sults are documents?	full-time school school bus offi ed questions of d dispose of a	cer explains the testing professional profes	✓ Yes ✓ Yes immediatly s	□ No □ No hredded.

#### **OFFICE MANAGEMENT**

	(1)	W	nat controls are in place to ensure officers appear in court	? Subpoenas are issued	to the officers, signed a	and returne	d that they
-		ha	ve been received. A subpoena log is posted daily for cou	rt appearances.			
		(a)	How are appearances minimized following cancellations	? The subpoena log of	court appearances is up	dated and	posted daily.
			If a cancelation is received by the office and the office	r is on a day off, the cler	rical staff will telephone	the officer	's residence
			to notify of the cancelation.				
		(b)	How are "short notice" cancellations minimized? The	clerical staff will telepho	one the officer's residence	e to notify	of the
	-1		cancelation.				
			, , , , , , , , , , , , , , , , , , ,				
	(2)		e CHP 90s, Report of Court Appearance - Civil Action, pro propriate cases?	perly distributed and cor	mpleted on all	☑ Yes	□No
	(3)	Wh	o is responsible for managing the process? OSS1 (Tro	evor Wilson)			
-		(a)	Are court officers performing duties that could be handle	ed by clerical personnel?		☐ Yes	☑ No
11. C	EP/	ARŢ	MENTAL MANUALS	EVALUATED X	ACTION REQUIRED	CORRECTED	)
a.	Are	the	number of authorized libraries being maintained?			✓ Yes	□No
	(1)	Are	the libraries convenient for those who must use them?			✓ Yes	□No
		(a)	What controls are in place for "loaning" manuals to emp	loyees? Any employe	ee needing to "borrow"	a manual n	eeds to
			contact the OSS1 (Trevor Wilson) and he will place a	suspense card in the loca	ation of the "loaned" ma	nual. The	suspense
			card will document who has the manual, the date borro	owed, and the date it is e	xpected to be returned.		
	(2)	Are	publications distinctively marked so they can be readily	dentified?		✓ Yes	□No
		(a)	Are the number of libraries excessive or sufficient? Suffi	ficient.			
		(b)	Is there a listing available of what should be in each libra	ary?	10 41	☐Yes	☑ No
	(3)	Are	publications kept up-to-date?			√ Yes	□No
	(4)	Wh	o files publication changes? OSSI or his designee.				
		J.S. III et					

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#### **COMMAND INSPECTION PROGRAM** EXCEPTIONS DOCUMENT

	HONS DOCUMENT	
Dage 1	of 2	

Command:	Division:	Chapter:
Santa Cruz	Coastal	5
Inspected by:	-	Date:
B. Bradshaw	09/08/2009	

Page	1	of	2
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number of the inspection in the Chapte shall be routed to and its due date. The	er Inspec is docum	I. Check appropriate boxes as necessary, or tion number. Under "Forward to:" enter the nate tent shall be utilized to document innovative p action plans. A CHP 51 Memorandum may b	ractices, suggestions for statewide		
TYPE OF INSPECTION		Total hours expended on the	Corrective Action Plan Included		
☐ Division Level   ○ Command L	_evel	inspection:			
Executive Office Level		3.0	Attachments Included		
Follow-up Required:	Forwa	rd to:			
☐ Yes	Due D	ate:	in the second se		
Chapter Inspection: Area Ma	nagen	nent Evaluation : Office Managem	ent		
Inspector's Comments Regar	ding Ir	nnovative Practices:			
Command Suggestions for S	tatewic	le Improvement:	*		
		',			
Inspector's Findings:					
Section #1, Clerical Tasl transcribe recordings.	ks: a (3	3) - Santa Cruz Area does not hav	e any employees trained to		
Section #1. Clerical Tasks: $b(2)(a)(c) - To date$ , Area's OSS1 has not assisted in the preparation of a CHP 120 due to subordinates' decline of offer.					
Section #4, Fiscal Procedures: a (4) (c) - Santa Cruz area does not utilize the CHP 315X as the form has been discontinued.					
Commander's Response: 🗵	Concu	r or 🗌 Do Not Concur (Do Not Conc	cur shall document basis for response)		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

# **COMMAND INSPECTION PROGRAM**EXCEPTIONS DOCUMENT

Command: Santa Cruz	Division: Coastal	Chapter:
Inspected by: B. Bradshaw		Date: 09/08/2009

Page 2 of 2

Inspector's Comments: etc.)	Shall address non concurrence by commander (e.g., findings revised, findings unchanged,
Required Action	
Corrective Action Plan/	Timeline

Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE
the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	1. Manny	10-2-09
(CCC), in the control of the control	INSPECTOR'S SIGNATURE	DATE / 28/09
Reviewer discussed this report with	REVIEWER'S SIGNATURE	DATE
employee  Concur  Do not concur	1111	10/2/09

#### STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP	453E	(Rev.	5-06)	OPI	009
•		(, ,	/		

AREA	DIVISION	NUMBER
Santa Barbara	Coastal	
EVALUATED BY		DATE
Sgt. Bradley Prows	s #10975	09/28/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE	
FOLLOW-UP REQUIRED Correction Report  Yes No  BY	COMMANDER'S REVIEW	9/29/08
1. CLERICAL TASKS	EVALUATED ACTION REQUIRED 9-28-09 None	CORRECTED
a. Is the office well organized?		☑ Yes ☐ No
(1) Are there written job descriptions?		☑ Yes □ No
(a) Does clerical staff have their job description at their d	esk?	☑ Yes ☐ No
(b) Does clerical staff understand what is expected of the	em?	☑ Yes ☐ No
(2) Are similar activities grouped together to promote efficience	cy?	☑ Yes ☐ No
(3) If tape recorders are used, can clerical employees transcr	ibe effectively?	☑ Yes ☐ No
(4) Is the clerical staff knowledgeable in the use of personal of security, etc.?	computers, filing requirements, information	n ☑ Yes ☐ No
(5) Can another clerical employee assume the duties of a cle	rical employee who is absent?	☑ Yes ☐ No
b. Is the Office Services Supervisor (OSS) effective?		✓ Yes  ☐ No
(1) Does he/she properly apply management philosophies ar	nd supervisory skills?	☑ Yes ☐ No
(a) Does he/she have the authority and backing necessar	ary to effectively supervise subordinates?	☑ Yes □ No
(b) Is the clerical supervisor an effective manager?		
(2) Does the OSS identify employes with supervisory potentia	al?	☑ Yes □ No
(a) Does he/she assist employees in the preparation of v development?	written plans for progressive career	☑ Yes ☐ No
(b) Have special interests been identified and educational been afforded the employees?	al opportunities and/or departmental traini	ng ☑ Yes ☐ No
(c) Has the CHP 120, Individual Development Plan for F Employee, been used to identify particular strengths	uture Job Performance of Permanent of the employees?	☑ Yes □ No
(3) Does the supervisor set a good example?		☑ Yes ☐ No
(a) Does he/she show a willingness to assist subordinate	e personnel?	☑ Yes ☐ No
(b) Does he/she know when to act, when to delegate, ar	nd when to refer to a supervisor?	☑ Yes ☐ No
(4) If there is more than one OSS, is the work and supervision	n evenly distributed?	☐ Yes ☐ No
(5) Does the OSS participate in Area staff meetings?		☐ Yes ☑ No
OSS ATTENDS WHEN SHE HAS OTHERWISE, SHE LOUTES INFORMATION THE CAPTAIN/LIEUTENANT	TIEMS FOR THE AGENDA. ON FOR THE MEETING THROUGH	

## DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

#### OFFICE MANAGEMENT

			EVALUATED	ACTION REQUIRED	CORRECTED			
2. F	ILING S	YSTEM	9-28-09	None				
a.		Area's filing system in compliance with departmental guide duide?	elines contained in	HPG 11.1, Field Office	✓ Yes	□No		
b.	. Are o	ther files, i.e., permanent files, enforcement document files	, etc., maintained a	according to policy?	✓ Yes	□No		
	(1) H	(1) How far back are accident reports being maintained? 4 years plus current						
	(2) ls	s there a filing backlog?			Yes	☑ No		
	(3) ls	s there evidence of recent office review?			Yes	☑ No		
	(4) H	low are Management and All Commanders Memorandums	filed and purged?	Central Library / shredded				
	(5) A	re Training and Information Bulletins filed?			☑ Yes	□No		
-	(8	a) If so, how are they located? Binders - Central Librar	ry and Briefing roo	om bulletin board				
	1	*						
	(6) E	oo all clerical employees understand the filing system?			✓ Yes	□No		
	(7)	Ooes the Area have an effective suspense system?			☑ Yes	□No		
	(:	a) Do all supervisors take advantage of the suspense system	tem?		☐Yes	☑ No		
c	. Are p	ersonnel files properly secured and access limited?	9.	9	Yes	□No		
	(1) A	Are the requirements of the Information Practices Act being	followed?		✓ Yes	□ No		
*	(2) I	s a periodic review done on a regular basis?			<b>☑</b> Yes	□No		
	(;	a) If so, how often? TWICE PER WEE	K.					
	(3) !	s annual employee review and updating conducted as requ			✓ Yes	□No		
	(4) F	Are only required or permitted items contained in personnel	folders?		✓ Yes	□No		
3. S	140	TY OF CRIMINAL RECORDS	9-28-09	None	CORRECTE	D		
a	. Have	employees who have access to criminal offender record ir g they understand the regulations and policies pertaining t	nformation signed a these records?	an acknowledgment	✓ Yes	□ No		
	(1) H	las the Area designated a specific person to release crimir	nal offender record	information?	✓ Yes	□No		
÷	(	a) Do any other persons release this information?		*	☐Yes	☑ No		
-	(	b) Has the designated person completed the required trai	ning?		☑ Yes	□ No 🕾		
	(	c) Are safeguards in place to verify telephone inquiries pr	ior to disclosure?		☑ Yes	□ No		
	(2) [	Does each person that is designated to release information Record Information Release Log?	maintain a CHP 2	63B, Criminal Offender	Yes	□No		
		a) Are entries maintained for the prescribed period of time	⇒?	-	✓ Yes	□ No		
A .		PROCEDURES	EVALUATED	ACTION REQUIRED	CORRECTE	D		
	XII.		9-28-09 rected?	None	l ☑ Yes	□ No		
	a. Have	discrepancies on the most current audit reports been corr						

#### OFFICE MANAGEMENT

(1)	Are all change fund and collections handled and processed according to policy?	✓ Yes	□No
	(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
	(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	✓ Yes	□ No
	(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□ No
*	(d) Are collections and change funds safeguarded?	Yes	□ No
	(e) Are checks promptly endorsed and cash receipts reconciled daily?	Yes	□ No
	(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	✓ Yes	□No
	(g) What specific guidelines are in place for security control and accountability? Review and signature on	daily trans	mittal
	envelope		
	(h) Is a supervisor responsible for review of the system?	✓ Yes	□ No -
	(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□ No
	(j) Are counter receipts and transmittal records prepared properly?	✓ Yes	□ No
	(k) Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□No
(2)	Are security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
	(a) Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□ No
	(b) Are valid authorizations on file?	✓ Yes	□ No 
	(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
	(d) Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□ No
	(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□ No
(3)	Are X-Number services proper and within departmental and state policy?	✓ Yes	□ No
	(a) Are services procured over \$4,999.99?	☐Yes	☑ No
	(b) Is the amount limit circumvented by splitting procurements?	Yes	☑ No
	(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□ No
	(d) Do invoices itemize charges and reference X-Numbers?	✓ Yes	□ No
(4)	Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□ No
	(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
	(b) Are purchases within established policy?	✓ Yes	☐ No
	(c) Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	□ No

#### OFFICE MANAGEMENT

		(e)	Are invoices and CHP 317, CAL-Card L	og, reviewed by	a supervisor?		✓ Yes	□No
		(f)	Is there a reconciliation of the monthly ba	ank card stateme	ent, and does it ha	ave supervisory approval?	✓ Yes	□No
b.	Wh	at co	ontrols does the commander have in place	e to ensure time	ly transmittals of r	nonles? Review by a man	ager or superv	isor
						· · · · · · · · · · · · · · · · · · ·		
	(1)	Are \$10	e collections sent to Fiscal Management S 0,000 total collections, or at the close of bu	Section at the firsusiness each Th	it occurrence of \$1 ursday?	1,000 in cash and	✓ Yes	□No
	(2)	Are	e monies received for DL45s, California S dence, etc., handled appropriately by coo	pecial Driver's C rdinating transm	ertificate, asset fo ittal with the Area	rfeiture, reimbursables, cashier?	✓ Yes	□No
	(3)	Are	e "no collection" transmittals sent when ap	opropriate?			✓ Yes	□ No
	(4)	Do	tire sale transactions comply with policy?	)			✓ Yes	□No
c.	ls s	ecui	rity of the postage machine adequate?				✓ Yes	□ No
	(1)	ls t	the machine locked when not in use?		*		✓ Yes	□No
	(2)	ls t	the meter reading documented as require	d?				□No
	(3)	ls t	there documentation of monies refunded o stage machine is being repaired or replace	or forwarded to I ed?	Fiscal Manageme		✓ Yes	□No
S	JPPL	_Y R	REQUISITIONS (CHP 41)	v v	09/28/09	ACTION REQUIRED  None	CORRECTED	N)
a.	Are	req	quisitions prepared properly?		( S.	100000000000000000000000000000000000000	✓ Yes	□No
	(1)	Wh	ho prepares them? Office Assistant					
	(2)	На	as a practical stock level been established	and maintained	?	90	✓ Yes	□ No
	(3)	ls t	there a system that notifies the staff when	the quarterly re	quisition is going	to be prepared?	✓ Yes	□No
		(a)	Is the quarterly requisition period for this	s command adh	ered to?		✓ Yes	□No
		(b)	Is there a high number of emergency re	equisitions?			Yes	☑ No
b.	Are	e iter	ms stored properly in a storeroom?			*	✓ Yes	□ No
	(1)	ls t	there convenient access for regularly use	d items?			✓ Yes	□No
	(2)	На	ave obsolete items been removed?				✓ Yes	□No
S	UPPI	LIES	3	7 2	09/28/09	None	CORRECTE	)
a.	Are	e all	cameras assigned to the command accord	unted for?	***	9.411	✓ Yes	□ No
	(1)	Are	e camera cases clean and do they contai	n the required a	ccessories?		✓ Yes	□ No
	(2)	Is	camera maintenance assigned to a partic	cular individual?			✓ Yes	□ No
		(a)	) What is his/her preventative maintenan	ce schedule?	Periodic check of	the camera operating syste	m to ensure th	ne equipme
_			is working properly.					
h	Are	e all	extenders assigned to the command acc	ounted for?			✓ Yes	□ No

#### DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

### AREA MANAGEMENT EVALUATION

#### OFFICE MANAGEMENT

			tarias and other a	upplies?		✓ Yes	□ No
	(1) Is	there adequate security for extender bat	teries and other s		Transportation Control	CORRECTED	
7. OF	FICE E	EQUIPMENT		09-28-09	None	CORRECTED	
a.	Are of	ffice machines in good condition and prop	erly maintained?			✓ Yes	□No
	(1) Is	the vendor complying with maintenance	contract provision	ns?		✓ Yes	□ No
	(2) ls	there a shortage or surplus of machines	?			☐ Yes	☑ No
b.	Is the	Management Information System (MIS)	used properly?			✓ Yes	□ No
	(1) V	Who is authorized to use the equipment?	Uniformed and	nonuniformed employe	es with proper CLET	'S training.	
							<b>1</b> 5
	(2) H	low is training provided, and by whom?	CLETS instruc	tors from Coastal Divis	ion are utilized to pro	vide instructio	n.
			P				
	(3) Is	s there a usage schedule for uniformed ar	nd nonuniformed	personnel?		Yes	☑ No
	(4) A	are there controls in place to ensure confid	dentiality?			✓ Yes	□ No
	(5) A	re all personnel aware of how to request	repairs after norm	nal business hours?			□ No
	(6) ls	s the MIS used to send messages to othe	r offices in lieu of	formal memorandums?		☐ Yes	☑ No
	\ \A/le					uto or brief oc	200000171
(7)	) vvni	at system is used to ensure proper routing	g of MIS informati	ion? Supervisors utilize	on line access and ro	ute of offer as	necessary
		at system is used to ensure proper routing ersonal computers used properly?	g of MIS informati	on? Supervisors utilize	on line access and ro	✓ Yes	□ No
	Are p			ion? Supervisors utilize		✓ Yes	□No
	Are po	ersonal computers used properly?	Each officer is			✓ Yes	□No
	Are po	ersonal computers used properly?  Who is authorized to use the equipment?	Each officer is the encryption.	issued a laptop comput	er. Each computer is	✓ Yes encrypted, per	□No
	Are po	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to	Each officer is the encryption.	issued a laptop comput	er. Each computer is	✓ Yes encrypted, per	□No
	Are po	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to	Each officer is the encryption.	issued a laptop comput	er. Each computer is	✓ Yes encrypted, per	□No
	Are po	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to	Each officer is the encryption. Area has a LAN	issued a laptop comput	er. Each computer is	✓ Yes encrypted, per	□ No sonal
	Are po (1) V (2) H	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to  How is training provided, and by whom?	Each officer is the encryption. Area has a LAN	issued a laptop comput	er. Each computer is	✓ Yes encrypted, per	□ No sonal □ No
	Are po (1) V (2) H	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to  How is training provided, and by whom?  a) How many employees are trained in i	Each officer is the encryption.  Area has a LAN at the use? 42	issued a laptop comput	er. Each computer is	✓ Yes encrypted, per as necessary.	□ No sonal  ☑ No ☑ No ☑ No
	(1) V (2) H (3) A (4)	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to  How is training provided, and by whom?  A) How many employees are trained in its  Are there restrictions on the time its used?	Each officer is the encryption.  Area has a LAN at the use? 42 at the use? 42 at the use? 42 at the use?	issued a laptop comput  / MDC coordinator who  mployees?	er. Each computer is	✓ Yes encrypted, per as necessary.	□ No sonal  ✓ No ✓ No ✓ No
	(2) H	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to how is training provided, and by whom?  a) How many employees are trained in its there restrictions on the time its used?  a) Is there a schedule for uniformed and	Each officer is the encryption.  Area has a LAN at the use? 42 at the use? 42 at the use? 42 at the use?	issued a laptop comput  / MDC coordinator who  mployees?	er. Each computer is	✓ Yes encrypted, per as necessary.  ☐ Yes ☐ Yes	□ No sonal  ☑ No ☑ No ☑ No
	(1) V (2) F (3) A (4) I:	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to how is training provided, and by whom?  Are there restrictions on the time its used?  a) Is there a schedule for uniformed and is confidential or sensitive information being	Each officer is the encryption.  Area has a LAN at the use? 42 and use? 42 and use and use are use? 42 and use are used to a possible to a pos	issued a laptop comput / MDC coordinator who imployees?	er. Each computer is	✓ Yes encrypted, per as necessary.  ☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No sonal  ✓ No ✓ No ✓ No
	(1) V (2) H (3) A (4) I:	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to how is training provided, and by whom?  a) How many employees are trained in it have there restrictions on the time its used?  a) Is there a schedule for uniformed and is confidential or sensitive information being a) If so, is the PC password protected?  b) Is confidential or sensitive information secure area?	Each officer is the encryption.  Area has a LAN at the use? 42 and use? 42 and use and use are the use of the	issued a laptop comput / MDC coordinator who imployees?	er. Each computer is	✓ Yes encrypted, per as necessary.  ✓ Yes  ───────────────────────────────────	□ No sonal  ☑ No ☑ No ☑ No ☑ No □ No
	(1) V (2) H (3) A (4) I:	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to how is training provided, and by whom?  Are there restrictions on the time its used?  a) Is there a schedule for uniformed and sconfidential or sensitive information being a) If so, is the PC password protected?  b) Is confidential or sensitive information secure area?	Each officer is the encryption.  Area has a LAN at the use? 42 and use? 42 and use and use are the use of the	issued a laptop comput  / MDC coordinator who  mployees? Chard drive?  CDs, or removable driv	er. Each computer is	✓ Yes encrypted, per as necessary.  ✓ Yes  ───────────────────────────────────	□ No sonal  ☑ No ☑ No ☑ No ☑ No □ No
	(1) V (2) H (3) A (4) I:	ersonal computers used properly?  Who is authorized to use the equipment?  computers are not used frequently due to how is training provided, and by whom?  Are there restrictions on the time its used?  a) Is there a schedule for uniformed and sconfidential or sensitive information being a) If so, is the PC password protected?  b) Is confidential or sensitive information secure area?	Each officer is the encryption.  Area has a LAN at the use? 42 and use? 42 and use and use are the use of the	issued a laptop comput  / MDC coordinator who  mployees? Chard drive?  CDs, or removable driv	er. Each computer is	✓ Yes encrypted, per as necessary.  ✓ Yes  ───────────────────────────────────	□ No sonal  ☑ No ☑ No ☑ No ☑ No □ No

#### OFFICE MANAGEMENT

	_							
	(7)	Are backup procedures being performed on a regu	ular basisʻ	?			✓ Yes	□No
		(a) Where applicable, are backup disks stored in	a secure	area?			☑'Yes	□No
	(8)	Are PC manuals and other documentation availab	le to all us	sers?			☑ Yes	□No
	(9)	What procedures are in place to ensure out-of-dat	te docume	ents and files are	purged?	Automatically up	dated upon co	nnecting to
		the LAN.						
0	/40	Are employees aware of the availability of assistar	nce in res	olving computer re	elated pr	oblems?	✓ Yes	□ No
-		) Is anti-virus software regularly utilized on all state-						 □ No
	-		-OWIIGU I V	EVALUATED		ACTION REQUIRED	CORRECTED	
Pl —	JBLI	IC CONTACTS		9-28-09		None		
а.	Do	es the office have extended office hours?		41			Yes	☑ No
	(1)	If so, are they adequate and effective?					☐ Yes	□ No
b.	Are	e persons served promptly and courteously?	72				✓ Yes	□ No
	(1)	Are backup personnel immediately available?					✓ Yes	☐ No
	(2)	Is telephone service both efficient and effective?					✓ Yes	□ No
	(3)	Are limited duty personnel used for receptionist du	uties and	answering telepho	nes?		☑ Yes	☐ No
	(4)	Are officer substitutions for nonuniformed position	s kent at :				✓ Yes	☐ No
		•	o hope at	a minimum r				
	, V	OOL BUS DRIVER EXAMINATIONS	ń	9-28-09		ACTION REQUIRED None	CORRECTED	
	ls s		function,	9-28-09 or is a full-time sc	hool bus	None		
_	ls s	OOL BUS DRIVER EXAMINATIONS school bus driver testing a special duty or a clerical	function,	9-28-09 or is a full-time sc	hool bus	None		
_	ls s	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time positi  Are tests and test keys kept in a secure place?	function, on perform	9-28-09 or is a full-time sc med by a field off	hool bus	None coordinator	CORRECTED STATES	□ No
	Is s ass (1)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time positi  Are tests and test keys kept in a secure place?	function, on perform	9-28-09 or is a full-time sc med by a field off	hool bus	None coordinator	CORRECTED STATES	□ No
_	Is s ass (1)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time positi  Are tests and test keys kept in a secure place?  How are interested parties advised of testing processor the School Bus officer for him to return.	function, on perform cedures?	evaluated 9-28-09 or is a full-time so med by a field off  Information is p	hool bus ficer.	None coordinator on test dates and ti	CORRECTED STATES	□No
	Is s ass (1)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time positi  Are tests and test keys kept in a secure place?  How are interested parties advised of testing proof for the School Bus officer for him to return.  (a) Are exams graded in the presence of the appropriate the school Bus officer for him to return.	function, on perform cedures?	evaluated 9-28-09 or is a full-time so med by a field off  Information is p	hool bus ficer. provided	None coordinator on test dates and ti	✓ Yes	□ No
	(1)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time position.  Are tests and test keys kept in a secure place?  How are interested parties advised of testing proof for the School Bus officer for him to return.  (a) Are exams graded in the presence of the appropriate the officer or coordinator take possession.	function, on perform cedures?	evaluated 9-28-09 or is a full-time so med by a field off  Information is p	hool bus ficer. provided	None coordinator on test dates and ti	✓ Yes mes and messa	□ No ages are let
_	Is s ass (1)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time positi  Are tests and test keys kept in a secure place?  How are interested parties advised of testing proof for the School Bus officer for him to return.  (a) Are exams graded in the presence of the appropriate the secure place?	function, on perform cedures?	evaluated 9-28-09 or is a full-time so med by a field off  Information is p	hool bus ficer. provided	None coordinator on test dates and ti	✓ Yes mes and messa	□ No ages are let
_	(1) (2)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time positi  Are tests and test keys kept in a secure place?  How are interested parties advised of testing processor for the School Bus officer for him to return.  (a) Are exams graded in the presence of the approximation (b) Does the officer or coordinator take possession. How are test disposed of?	function, on performancedures?	evaluated 9-28-09 or is a full-time so med by a field off  Information is p	hool bus ficer. provided	None coordinator on test dates and ti	✓ Yes mes and messa	□ No ages are let
a.	(1) (2) (3)	school bus driver testing a special duty or a clerical signed? School Bus officer is a part time position.  Are tests and test keys kept in a secure place? How are interested parties advised of testing proof for the School Bus officer for him to return.  (a) Are exams graded in the presence of the appropriate the secure place? How are test disposed of?	function, on performancedures?	evaluated 9-28-09 or is a full-time so med by a field off  Information is p	hool bus ficer. provided	None coordinator on test dates and ti	✓ Yes mes and messa  ✓ Yes  ✓ Yes	No No No

## DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

#### OFFICE MANAGEMENT

(1)	What controls are in place to e	nsure officers appear in court	? Subpoenas are track	ed and court dates are	marked on th	e master
	schedule. Absences are repor	ted by the court and dealt with	n at the Area office.	3		
	- XIII				85	
	(a) How are appearances mir	nimized following cancellations	Short notice cancell	ations are handled tel	ephonically.	
	· · · · · · · · · · · · · · · · · · ·					
	(b) How are "short notice" car	ncellations minimized? Loca	l court has procedures i	n place minimizing sl	nort notice car	ncellations to
	the point that it is not a le					
	tito point that it is not with			4×104		
(2)	Are CHP 90s, Report of Court	Appearance - Civil Action, pro	operly distributed and co	ompleted on all		
(2)	appropriate cases?	Appearance - Own Modern, pro			✓ Yes	□ No
(3)	Who is responsible for manag	ing the process? Office As	sistant			
	(a) Are court officers perform	ing duties that could be handle	ed by clerical personnel	?	✓ Yes	☐ No
11 DED	ARTMENTAL MANUALS	4.4	9-28-09	ACTION REQUIRED	CORRECTED	)
		ries heing maintained?	19-28-09	None	L ✓ Yes	□ No
	e the number of authorized libra				✓ Yes	
(1)	) Are the libraries convenient fo			1 I I		
	(a) What controls are in place	e for "loaning" manuals to emp	oloyees? Manuals are	e loaned out infrequen	.ily and for sir	OIT GUI ACION
	in time.					
(2)	) Are publications distinctively r	narked so they can be readily	identified?		✓ Yes	□ No
	(a) Are the number of librarie	s excessive or sufficient? Suf	fficient			
	(b) Is there a listing available	of what should be in each lib	rary?		✓ Yes	□ No
(3)	) Are publications kept up-to-da	te?			✓ Yes	□ No
(4)	) Who files publication changes	? Office Assistant or Senio	r Volunteer			
- 20						
				V		

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

## OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

		1	01-101
AREA	DIVISION		NUMBER
Ventura Area 765	Coastal Di	vision	765-09-001
EVALUATED BY			DATE
OSSI Hirsch / Serge	ant Granieri, J	r.	07/21/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVAL		SUSPENSE DATE		
	Evaluation Informal Evaluation	COMMANDER'S REVIEW	DATE	
FOLLOW-UP R	□ Correction Report □ No	a. for (JAMES)	8/6/0	9
1. CLERI	CAL TASKS	EVALUATED ACTION REQUIRED	CORRECTED	
a. Is ti	ne office well organized?	7	✓ Yes	□ No
(1)	Are there written job descriptions?		✓ Yes	□ No
	(a) Does clerical staff have their job description at their des	sk?	☑ Yes	□ No
	(b) Does clerical staff understand what is expected of them	1?	✓ Yes	□ No
(2)	Are similar activities grouped together to promote efficiency	?	✓ Yes	□ No
(3)	If tape recorders are used, can clerical employees transcrib	e effectively?	✓ Yes	□No
(4)	Is the clerical staff knowledgeable in the use of personal consecurity, etc.?	mputers, filing requirements, information	✓ Yes	□No
(5)	Can another clerical employee assume the duties of a cleric	cal employee who is absent?	✓ Yes	□No
	ne Office Services Supervisor (OSS) effective?	9	✓ Yes	□No
(1)	Does he/she properly apply management philosophies and	supervisory skills?	✓ Yes	□No
	(a) Does he/she have the authority and backing necessary		✓ Yes	☐ No
	(b) Is the clerical supervisor an effective manager?		✓ Yes	□ No
(2)	Does the OSS identify employes with supervisory potential?	?	✓ Yes	□ No
F	(a) Does he/she assist employees in the preparation of write development?	itten plans for progressive career	✓ Yes	□No
**************************************	(b) Have special interests been identified and educational been afforded the employees?	opportunities and/or departmental training	✓ Yes	□No
***	(c) Has the CHP 120, Individual Development Plan for Fut Employee, been used to identify particular strengths of	ure Job Performance of Permanent f the employees?	☑ Yes	□ No
(3)	Does the supervisor set a good example?		✓ Yes	□No
	(a) Does he/she show a willingness to assist subordinate p	personnel?	✓ Yes	□ No
	(b) Does he/she know when to act, when to delegate, and	when to refer to a supervisor?	☑ Yes	□No
(4)	If there is more than one OSS, is the work and supervision	evenly distributed? REFER TO CHP 454, #1	Yes	□ No N/A
(5)	Does the OSS participate in Area staff meetings?		✓ Yes	□No

## DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

#### OFFICE MANAGEMENT

e.7.	453E (Rev. 5-06) OPI 009  ILING SYSTEM  EVALUATED  ACTION REQUIRED	CORRECTED	
a.	Is the Area's filing system in compliance with departmental guidelines contained in HPG 11.1, Field Office File Guide?	✓ Yes	□No
, b.	Are other files, i.e., permanent files, enforcement document files, etc., maintained according to policy?	✓ Yes	□ No
- 27	(1) How far back are accident reports being maintained? Four years in compliance with policy.		! 
	(2) Is there a filing backlog?	☐ Yes	☑ No
-	(3) Is there evidence of recent office review?	✓ Yes	□No
	(4) How are Management and All Commanders Memorandums filed and purged? The Area's OSS1 is resp	onsible for fili	ng the
_	documents in the Administrative File and purging them in accordance with Department time frames.		
_	(5) Are Training and Information Bulletins filed?	✓ Yes	□ No
	(a) If so, how are they located? The documents are maintained in a binder in the Command Library		
-		8	
	(6) Do all clerical employees understand the filing system?	✓ Yes	□ No
	(7) Does the Area have an effective suspense system?	✓ Yes	□No
	(a) Do all supervisors take advantage of the suspense system?	✓ Yes	□ No
C.	Are personnel files properly secured and access limited?	✓ Yes	□No
	(1) Are the requirements of the Information Practices Act being followed?	✓ Yes	□ No
	(2) Is a periodic review done on a regular basis?	✓ Yes	□ No
	(a) If so, how often? Annually by a supervisor.		
	(3) Is annual employee review and updating conducted as required?	✓ Yes	□No
,	(4) Are only required or permitted items contained in personnel folders?	✓ Yes	□ No
	ECURITY OF CRIMINAL RECORDS EVALUATED ACTION REQUIRED	CORRECTED	)
a.	Have employees who have access to criminal offender record information signed an acknowledgment stating they understand the regulations and policies pertaining to these records?		□No
	(1) Has the Area designated a specific person to release criminal offender record information?		□ No
	(a) Do any other persons release this information?	✓ Yes	□ No
	(b) Has the designated person completed the required training?	✓ Yes	□ No
	(c) Are safeguards in place to verify telephone inquiries prior to disclosure?	✓ Yes	□ No
	(2) Does each person that is designated to release information maintain a CHP 263B, Criminal Offender Record Information Release Log?	✓ Yes	□ No
	(a) Are entries maintained for the prescribed period of time?	✓ Yes	□ No
, FI	ISCAL PROCEDURES EVALUATED ACTION REQUIRED	CORRECTE	D
а	. Have discrepancies on the most current audit reports been corrected?	✓ Yes	☐ No

1.

#### OFFICE MANAGEMENT

400E (NE	, 5-66) CFF 600		
(1) Ar	e all change fund and collections handled and processed according to policy?		□ No
(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	✓ Yes	□No
(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□ No
(d)	Are collections and change funds safeguarded?	✓ Yes	□ No
(e)	Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□ No
(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	✓ Yes	□No
(g)	What specific guidelines are in place for security control and accountability? Collections and funds are	locked an	d secured
	overnight and only trained clerical personnel handle this duty.		-
(h	Is a supervisor responsible for review of the system?	✓ Yes	□ No
(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□ No
(j)	Are counter receipts and transmittal records prepared properly?	✓ Yes	- No
(k	Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□ No
(2) Aı	e security and accountability procedures in place for the petty cash fund?	✓ Yes	□ No
(a	Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□ No
(b	Are valid authorizations on file?	✓ Yes	□ No
(c	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□ No
(d	Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□ No
(e	Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□ No
	e X-Number services proper and within departmental and state policy?	✓ Yes	☐ No
	Are services procured over \$4,999.99?	□Yes	☑ No
(b	the Market of the splitting procurements?	□Yes	☑ No
(c	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□ No
(d	Windows V Numbers 2	✓ Yes	□Ņo
(4) A	e bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	☐ No
(a	the bank cord process, including prohibited and restricted items?	✓ Yes	□ No
(b	2) Ultra tablish od molinyO	✓ Yes	□ No
· (c	A War is a supplified and documented on a CHP 315X?	☐Yes	☑ No
		✓ Yes	☐ No

#### OFFICE MANAGEMENT

OFFICE MANAGEMENT	
OUR 4505 (Day 5 00) ODI 000	

P 453E (Rev. 5-06) OPI 009		No ∓
(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a supervisor?	✓ Yes	
(f) Is there a reconciliation of the monthly bank card statement, and does it have supervisory approval?	✓ Yes	□ No
o. What controls does the commander have in place to ensure timely transmittals of monies? Transmittals are	suspensed, rou	ited and dat
each week.		
, v		
(1) Are collections sent to Fiscal Management Section at the first occurrence of \$1,000 in cash and \$10,000 total collections, or at the close of business each Thursday?	✓ Yes	□No
(2) Are monies received for DL45s, California Special Driver's Certificate, asset forfeiture, reimbursables, evidence, etc., handled appropriately by coordinating transmittal with the Area cashier?	✓ Yes	□ No
(3) Are "no collection" transmittals sent when appropriate? REFER TO CHP 454, 43	☐ Yes	☑ No
(4) Do tire sale transactions comply with policy?	✓ Yes	□ No
c. Is security of the postage machine adequate?	✓ Yes	□ No
(1) Is the machine locked when not in use?	✓ Yes	□ No
(2) Is the meter reading documented as required?	√ Yes	□ No
(3) Is there documentation of monies refunded or forwarded to Fiscal Management Section when the postage machine is being repaired or replaced?	☐Yes	☑ No
SUPPLY REQUISITIONS (CHP 41)	CORRECTE	D
a. Are requisitions prepared properly?	✓ Yes	□ No
U. O. This but is assigned to OSSI Denise Hirsch.		
	✓ Yes	□ No
the staff when the quarterly requisition is going to be prepared?	✓ Yes	□Ņo
(3) Is there a system that notifies the stall when the quarterly requisition period for this command adhered to?	✓ Yes	□ No
	Yes	☑ No
(b) Is there a high number of emergency requisitions?		☐ No
b. Are items stored properly in a storeroom?	Yes	☐ No
(1) Is there convenient access for regularly used items?	✓ Yes	□ No
(2) Have obsolete items been removed?  EVALUATED ACTION REQUIRED	CORRECT	ED
SUPPLIES	∵   ✓ Yes	□ No
a. Are all cameras assigned to the command accounted for?		No
(1) Are camera cases clean and do they contain the required accessories?	✓ Yes	
(2) Is camera maintenance assigned to a particular individual?	✓ Yes	
(a) What is his/her preventative maintenance schedule? Supplies checked during inventory process	and individua	is who use
equipment report defects.		
b. Are all extenders assigned to the command accounted for?	✓ Yes	☐ No

### OFFICE MANAGEMENT

(1) Is there adequate security for extender batteries and other supplies?		☐ No
EVALUATED	REQUIRED CORRECTED	)
OFFICE EQUIPMENT		□No
a. Are office machines in good condition and properly maintained?	✓ Yes	 □ No
(1) Is the vendor complying with maintenance contract provisions?	Yes	☑ No
(2) Is there a shortage or surplus of machines?		□ No .
b. Is the Management Information System (MIS) used properly?	<u> </u>	
(1) Who is authorized to use the equipment? All clerical personnel.	*	
(2) How is training provided, and by whom? Certified instructors from the communications	center during annual CLE	TS training
and training received as new hires into the Department.		
(3) Is there a usage schedule for uniformed and nonuniformed personnel?	Yes	☑ No
(4) Are there controls in place to ensure confidentiality?	✓ Yes	□ No
(5) Are all personnel aware of how to request repairs after normal business hours?	✓ Yes	☐ No
(6) Is the MIS used to send messages to other offices in lieu of formal memorandums?	✓ Yes	□ No
(7) What system is used to ensure proper routing of MIS information? Clerical routes the information	ation using mnemonics.	
c. Are personal computers used properly?		□ No
		*
		*
(1) Who is authorized to use the equipment? All personnel.	ailable from the Area's LAI	N
<ul><li>(1) Who is authorized to use the equipment? All personnel.</li><li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available.</li></ul>	ailable from the Area's LAl	N
(1) Who is authorized to use the equipment? All personnel.	ailable from the Area's LA	N
<ul><li>(1) Who is authorized to use the equipment? All personnel.</li><li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available.</li><li>Administrators.</li></ul>	ailable from the Area's LA	N
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available.</li> <li>(a) How many employees are trained in its use? All personnel.</li> </ul>	ailable from the Area's LAl	V No
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> </ul>	,	
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> <li>(a) Is there a schedule for uniformed and nonuniformed employees?</li> </ul>	□Yes	☑ No
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available. Administrators.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> <li>(a) Is there a schedule for uniformed and nonuniformed employees?</li> <li>(4) Is confidential or sensitive information being stored on a PC hard drive?</li> </ul>	□ Yes	☑ No
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available. Administrators.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> <li>(a) Is there a schedule for uniformed and nonuniformed employees?</li> </ul>	☐ Yes ☐ Yes ☑ Yes ☑ Yes	☑ No ☑ No ☐ No
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available. Administrators.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> <li>(a) Is there a schedule for uniformed and nonuniformed employees?</li> <li>(4) Is confidential or sensitive information being stored on a PC hard drive?</li> <li>(a) If so, is the PC password protected?</li> <li>(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept</li> </ul>	☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes	☑ No ☑ No □ No □ No
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available. Administrators.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> <li>(a) Is there a schedule for uniformed and nonuniformed employees?</li> <li>(4) Is confidential or sensitive information being stored on a PC hard drive?</li> <li>(a) If so, is the PC password protected?</li> <li>(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept secure area?</li> </ul>	☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes	☑ No ☑ No □ No □ No
<ul> <li>(1) Who is authorized to use the equipment? All personnel.</li> <li>(2) How is training provided, and by whom? Assistance pertaining to computer systems is available. Administrators.</li> <li>(a) How many employees are trained in its use? All personnel.</li> <li>(3) Are there restrictions on the time its used?</li> <li>(a) Is there a schedule for uniformed and nonuniformed employees?</li> <li>(4) Is confidential or sensitive information being stored on a PC hard drive?</li> <li>(a) If so, is the PC password protected?</li> <li>(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept secure area?</li> </ul>	☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes☐ Yes	☑ No ☑ No □ No □ No

#### OFFICE MANAGEMENT

CHD	453F	(Rev	5-06)	OPI 009	
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(7) Are backup procedures being performed on a regular basis?	✓ Yes	□No
(a) Where applicable, are backup disks stored in a secure area?	✓ Yes	□No
	✓ Yes	□No
Legislate description and files are purged? Users are advised	to back-up an	ıd or delet
	1110	
files as necessary.		
(10) Are employees aware of the availability of assistance in resolving computer related problems?	✓ Yes	□No
(11) Is anti-virus software regularly utilized on all state-owned PCs?	✓ Yes	□No
PUBLIC CONTACTS  EVALUATED  ACTION REQUIRED	CORRECTED	,
a. Does the office have extended office hours?	✓ Yes	□ No
(1) If so, are they adequate and effective?	✓ Yes	□No
b. Are persons served promptly and courteously?	✓ Yes	□No
(1) Are backup personnel immediately available?	✓ Yes	□No
(2) Is telephone service both efficient and effective?	✓ Yes	□No
(3) Are limited duty personnel used for receptionist duties and answering telephones?	✓ Yes	□ No
(4) Are officer substitutions for nonuniformed positions kept at a minimum?	✓ Yes	⊡ No
SCHOOL BUS DRIVER EXAMINATIONS EVALUATED ACTION REQUIRED	CORRECTE	D
<ul> <li>a. Is school bus driver testing a special duty or a clerical function, or is a full-time school bus coordinator assigned? This is a special duty function performed by an officer.</li> </ul>		
(1) Are tests and test keys kept in a secure place?	✓ Yes	☐ No
	Diet	wint Tuning
	and via Dist	Tict ITami
	er and via Disc	rict Italii
	er and via Disc	rict ITali
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office	Yes	∏ No
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office  (a) Are exams graded in the presence of the applicant, and missed questions discussed?		
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office  (a) Are exams graded in the presence of the applicant, and missed questions discussed?  (b) Does the officer or coordinator take possession of the test and dispose of accordingly?	<b>☑</b> Yes	□No
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office  (a) Are exams graded in the presence of the applicant, and missed questions discussed?  (b) Does the officer or coordinator take possession of the test and dispose of accordingly?	<b>☑</b> Yes	□No
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office  (a) Are exams graded in the presence of the applicant, and missed questions discussed?  (b) Does the officer or coordinator take possession of the test and dispose of accordingly?	<b>☑</b> Yes	□No
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office (a) Are exams graded in the presence of the applicant, and missed questions discussed?  (b) Does the officer or coordinator take possession of the test and dispose of accordingly?  (3) How are test disposed of? Shredded.	<b>☑</b> Yes	□No
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office  (a) Are exams graded in the presence of the applicant, and missed questions discussed?  (b) Does the officer or coordinator take possession of the test and dispose of accordingly?  (3) How are test disposed of? Shredded.  (4) Is there a specific date and time set aside for testing?  [EVALUATED ACTION REQUIRED]	☑ Yes ☑ Yes	□ No □ No
(2) How are interested parties advised of testing procedures? Via personal contact with the Watch Office (a) Are exams graded in the presence of the applicant, and missed questions discussed?  (b) Does the officer or coordinator take possession of the test and dispose of accordingly?  (3) How are test disposed of? Shredded.	✓ Yes ✓ Yes	□ No □ No

## DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA, MANAGEMENT EVALUATION

#### OFFICE MANAGEMENT

(1) What controls are in place to ensure officers appear in court? Officers are served a subpoena that they in		
acknowledge receipt. The subpoena is then placed into a log. Area supervisors receive notification of of	ficers failing	to appear in
court through the Ventura County Justice Information System (VCJIS).		
(a) How are appearances minimized following cancellations? Court case cancellations are monitored via	the VCJIS	and
cancellation notifications are made immediately.		
(b) How are "short notice" cancellations minimized? Same as above.		
(2) Are CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all appropriate cases?	✓ Yes	□No
(3) Who is responsible for managing the process? Clerical personnel maintain a suspense.		
a a		
(a) Are court officers performing duties that could be handled by clerical personnel? LEGISTE TO CHE 454, 4		□ No
I. DEPARTMENTAL MANUALS	CORRECTE	D S
a. Are the number of authorized libraries being maintained?	✓ Yes	□ No
(1) Are the libraries convenient for those who must use them?	✓ Yes	□ No
(a) What controls are in place for "loaning" manuals to employees? The Area maintains a log for manuals	als that are	checked ou
of the command libraries.		
* .		
(2) Are publications distinctively marked so they can be readily identified?	✓ Yes	□ No
(a) Are the number of libraries excessive or sufficient? Sufficient, the Area maintains one command libraries	ary.	
(b) Is there a listing available of what should be in each library?	✓ Yes	☐ No
(3) Are publications kept up-to-date?	✓ Yes	□No
(4) Who files publication changes? OSS1 Denise Hirsch.		
	e:	

## AREA MANAGEMENT EVALUATION SUPPLEMENT

SUBJECT: Informal Evaluation	DATE: 07/21/2009
SECTIONS	COMMENTS
1). Clerical Tasks (b) (4)	There is only one OSS1 assigned to the Ventura Area.
2). Fiscal Procedures (4) (4) (c)	All of the automotive parts the Area receives are through state contracts. No price comparisons are
	needed.
3). Fiscal Procedures (4) (b) (3)	The Area never sends "no collection" transmittals. There is always something to send.
4). Fiscal Procedures (c) (3)	No longer required.
5). Court Information Procedures	Data entry. Requested additional Office Assistant position during the last 3 budget cycles.
(10) (3) (a)	
	*
	9
	*
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6 (a)	9
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